Case Study Title

CRM CASE STUDY

Name

- Personal Info
- Etc.

Question Policy

Overview

- Objectives
- Critical Skills Review
- Case Study Focus Skill
- Synopsis
- Focus Questions

Objectives

- Terminal Objective

- Enabling Objective

Crew Resource Management

- Allows crew to interact effectively while performing mission tasks
- Effects behavior modifications in order to lessen crew preventable errors and other human causal factors
- Improves mission effectiveness through increased awareness of associated behavioral skills

CRM Critical Skills Review

- Decision Making (DM)
- Assertiveness (AS)
- Mission Analysis (MA)
- Communication (CM)
- Leadership (LD)
- Adaptability/Flexibility (AF)
- Situational Awareness (SA)

Case Study Focus Skill

ASSERTIVENESS

- The willingness to actively participate, state, and maintain your position until convinced by the facts that other options are better.
- Requires the Courage and the Initiative to act

Assertive Behaviors

- Providing relevant information without being asked
- Making suggestions
- Asking questions as necessary
- Confronting ambiguities
- Maintain position when challenged
- Stating opinions on decisions
- Refusing an unreasonable request

Rules of Thumb

- Most Conservative Response Rule

  If disagreement in the aircraft exists, take the most conservative action until more information is available

- Two Challenge Rule

  In extreme situations, if the pilot does not respond to two demands, the copilot should take the controls

Creating an Assertive Statement

Typically use active verbs or recommend an action

- Get the attention of the receiver
- State your concern
- Offer a solution
- Ask for feedback

Situations Requiring Assertiveness

- Pre-flight brief
- In-flight
- Debrief

Synopsis

Focus Questions

Focus Questions

Remember

- Each crew member must be willing to act assertively if they are going to fulfill their responsibility towards mission success
- Use assertive statements rather than overly aggressive or passive behavior
- It’s what you don’t say that can kill you

Questions?